SECTION 010-401-000
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AT&TCo Standard

NETWORK SERVICE IMPROVEMENT PLAN
BUILDING AN EFFECTIVE
NETWORK TROUBLE ANALYSIS BUREAU

AN INTERDEPARTMENTAL EFFORT
CALL COMPLETION — FAST AND RIGHT — AS GOOD AS LOCAL
TRANSMISSION — CLEAR AND QUIET — AS ACROSS A DESK
BILLING — 100% ACCURATE — NOTHING LESS

NETWORK SERVICE IMPROVEMENT PLAN
INTRODUCTION

There is a need for a specialized maintenance force to coordinate efforts to reduce DDD trouble reports. DDD Service Bureaus meet this need by providing the specialized organizations required to receive trouble reports, analyze, detect and refer DDD troubles for correction.

There are occasions when the efforts of the maintenance organization alone can not achieve the desired results and interdepartmental support is required. In this event this plan provides for a DDD Task Force. The members of the task force may normally fill regular jobs which are involved with the network within their own departments. Their role is to join with the DDD Bureau full or part time as required to determine what additional efforts should be undertaken to supplement the Bureau's efforts. The task force members' role is to work with the Bureau and their respective departments to make sure the appropriate departmental support is available to the Bureau in the solution of particular problems.

Trouble analysis and correction is one important function contributing to good DDD service. On the other hand the provision of the right amount of equipment at the right time is fundamental to good and improving network service. The functions of forecasting the volume of traffic to be handled, designing the network to handle the forecast volumes, preparing traffic orders, specifying working equipment which can be removed from service during WECo. installation activity, participating in the development and implementation of the MOP, assignment and administering its loading, and monitoring the overall service performance are also vital to good and improving DDD performance. These functions are and have traditionally been Traffic department functions.

To discharge these functions the Traffic department needs the full support of the Engineering department. It is Engineering's function to locate and allocate the resources to meet the forecast requirements for service. Engineering also places the detailed equipment orders on Western Electric and serves as the operating company contact with Western and other suppliers, such as building contractors.

When Traffic and Engineering functions are accomplished, then the department responsible for maintenance has the responsibility to ensure that the installed equipment operates with minimum trouble in order to maximize the number of completed calls. This Network Maintenance Improvement Plan is designed to organize the DDD maintenance groups for more effective efforts in keeping the installed equipment functioning to its maximum design parameters and to provide a means for prompt handling and involvement of Traffic and Engineering in problems requiring their expertise.

It was never intended that Service Bureaus would assume the responsibilities of the Plant line organization. The Bureau responsibility is to collect and analyze data which is not readily available to maintenance groups and thereby to help them direct their efforts to improve DDD service. The line forces should also contact the DDD Bureau when they need help in sectionalizing and locating troubles in the DDD Network. Such exchange of information develops mutual trust and cooperation between line forces and the Bureau which is vital to effective DDD service improvement.

The "Controlled Maintenance Plan" (CMP) and "Plant Management Instructions" (PMI) outline the methods to follow for proper maintenance and administrative procedures in switching and toll offices. These plans compliment the work of the "Network Trouble Analysis Bureau" in meeting DDD objectives.

Last but not least is the Bureau's responsibility to prepare meaningful performance reports for management. A sincere involvement by top level management is essential to a successful Network Maintenance Improvement Plan. Alert management quickly recognizes that any portion of the network that is not maintained to provide outstanding DDD service will produce excessive customer complaints, loss of revenues and a steady decline of customer DDD. Satisfied customers must be able to complete as many calls as possible on the first attempt. This requires that every management person must recognize his responsibilities to the Network Maintenance Improvement effort.

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